taactic
ICT SKILLS FOR ALL

IO5
Educational resources for training in digital occupations

SUMMARY

Introduction

The [European Framework of Key Competences for Lifelong Learning](#) defines eight key competences necessary for the personal fulfilment and development, active citizenship, social integration and employment of European citizens. Digital competence is an integral part of these. The framework defines it as follows: "*Digital competence involves the safe and critical use of information society technologies (IST) for work, leisure and communication. The prerequisite is ICT literacy: the use of computers to obtain, evaluate, store, produce, present and exchange information, and to communicate and participate via the Internet in collaborative networks.".*

Digital competence can be seen as a transversal competence, used by many people, in many different occupations, in different work situations, but also in the private sphere. It can be described as digital literacy, to be understood here as the ability to understand and use technological and computer tools in everyday life, both in the private and professional sphere. This competence requires the ability to mobilise various skills, aptitudes or abilities, which are the subject of this project.

TAACTIC therefore tackles the issue of digital literacy for low-skilled adults by developing their knowledge, know-how and behavioural skills in this area. TAACTIC thus aims to identify, develop and enhance the basic digital skills of low-skilled adults in order to facilitate their sustainable access to the labour market.

The first part of the project focused on basic digital skills. Within this framework, the partners developed three products: a tool for positioning digital skills, a reference framework for basic digital skills, as well as a series of activities and pedagogical tools to address these skills in training.

In its second phase, the project set out to survey the employment and training opportunities in the digital sector. Thus, the partners identified 12 digital professions accessible to low-skilled people via non-formal vocational training. They were thus able to issue recommendations for training operators wishing to direct their offer and courses towards these professions.

The present production is the logical continuation of these recommendations, to enable the vocational education and training sector to implement them. TAACTIC provides you here with more than 70 relevant, interesting and innovative resources related to the 12 identified trades. If you are a training operator, this toolbox can be useful to you to open new training channels, to organise and enrich your educational programmes, and to orient your audiences towards the digital sector.

We provide here a variety of resources in English, French, Italian and Spanish, to allow a large number of people to learn about the subject. Videos, MOOCs, skills repositories, online platforms, course materials... you will find a series of diverse and varied resources, handpicked, to enable low-skilled adults to access employment through the digital sector.

Enjoy your research,

The TAACTIC team

All these resources, and the other outputs of the project, are accessible on the project website:

www.taactic.eu

	Resource n°	1
	Partner	EVT
	Occupation	Computer repairer
	Title of the resource	**Computer repairer - Pc, Tablet and SmartPhone Repair Technician Course**
	Visual overview	
	Type of resource	Training courses
	Links with IO4 recommendations	Integrate distance learning for certain professions. Promoting the gamification of learning Facilitating access to computer equipment Increasing the accessibility of training via e-learning platforms
	Innovation-Key points	Technological innovation Product, service or usage innovation
	General Description	The resource is a course described by a website and by video in order to highlight a special feature of the methodology: the use of a simulator. The use of the simulator as a course methodology is an innovative aspect that allows personalised learning in terms of time and variety of use. Moreover, the possibility to attend the course by online facilitates the use of e-learning platforms.
	Format	Video, Website
	Tools and methods	"In person lectures Video conferences Use of the simulator Interaction with teachers/trainers work integration"
	Targeted audiences/ Targets	General public
	Source/URL	Link to the video: https://www.youtube.com/watch?v=leTWjB82cLM&t=1s Link to the course: https://bit.ly/3iceY4E

	Language(s) available	Italian
	Sitography and/or bibliography	https://www.istitutovolta.eu/
	Prerequisite/ Material needed	nothing
	Additional information	

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	Resource n°	2
	Partner	EVT
	Occupation	Computer repairer
	Title of the resource	**Computer repairer - Course for computer Operator**
	Visual overview	
	Type of resource	Competency Framework, Training courses, Reference framework
	Links with IO4 recommendations	"Integrate significant training time in the ""field"", in a work situation. Plan to involve a large number of professionals in the field, to facilitate the transfer of know-how by peers. · Provide for validation of level 3, 4 and 5 diplomas. · At the end of the course, to certify the technical and transversal learning outcomes via a final integrated test based on a professional situation as well as the continuous evaluation of the teaching team"
	Innovation-Key points	Product, service or usage innovation
	General Description	Emilia Romagna Region qualification for Computer Operator with an accurate description of the expected knowledge, skills and abilities. The course envisages at least 2 internships in local companies and lab activities led by professionals.
	Format	Website
	Tools and methods	In person lectures, practical workshops, tutoring
	Targeted audiences/ Targets	Learners under compulsory education and training
	Source/URL	https://orienter.regione.emilia-romagna.it/qualifica/dettaglio/429

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Project n° 2019-1-FR01-KA204-063046
IO5 – Educational resources for training in digital occupations

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	Language(s) available	Italian
	Sitography and/or bibliography	https://www.istruzione.it/archivio/web/istruzione/dg-ifts/area-iefp.1.html
	Prerequisite/ Material needed	nothing
	Additional information	

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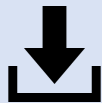
	Resource n°	3
	Partner	EVT
	Occupation	Computer repairer
	Title of the resource	**Computer repairer - How to assemble a PC, step-by-step guide**
	Visual overview	
	Type of resource	Course material
	Links with IO4 recommendations	· Integrate distance learning for certain professions.
	Innovation-Key points	Technological innovation
	General Description	Online tutorial with step-by-step guide for assembling a PC by photos and links to know all the components
	Format	Website
	Tools and methods	Self-training with step-by-step tutorials
	Targeted audiences/ Targets	General public
	Source/URL	https://global.techradar.com/it-it/how-to/come-assemblare-pc

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	Language(s) available	Italian
	Sitography and/or bibliography	https://global.techradar.com/it-it/how-to/come-assemblare-pc
	Prerequisite/ Material needed	Pc and internet connection
	Additional information	

	Resource n°	4
	Partner	EVT
	Occupation	Computer repairer
	Title of the resource	**Computer repairer - "#Yes We Build"Complete pc assembly guide for beginners**
	Visual overview	
	Type of resource	Course material
	Links with IO4 recommendations	"· Work on the implementation of the badge system in the system of self-training or validation through professional or private experience. · Increasing the accessibility of training via e-learning platforms · Participate in the popularisation of disciplines"
	Innovation-Key points	"Technological innovation Product, service or usage innovation"
	General Description	Online tutorial on assembling a PC accompanied by interactive menus and video tutorials. For each component there is a video with subtitles. You can also download a free pdf guide with step-by-step explanations and video.
	Format	Document (Pdf...), Website
	Tools and methods	Self-training with step-by-step tutorials
	Targeted audiences/ Targets	General public
	Source/URL	https://it.msi.com/Landing/how-to-build-a-pc

	Language(s) available	English, Italian, video in English + subtitles in different languages
	Sitography and/or bibliography	https://it.msi.com/Landing/how-to-build-a-pc
	Prerequisite/ Material needed	Pc e internet connection
	Additional information	

	Resource n°	5
	Partner	EVT
	Occupation	Data officer/Technician (Basic)
	Title of the resource	**Data officer/Technician (Basic) - Hackathon**
	Visual overview	
	Type of resource	Learning tools
	Links with IO4 recommendations	"· Integrate a stronger link with employers to identify the needs of companies as accurately as possible. · Integrate significant training time in the ""field"", in a work situation. · Plan to involve a large number of professionals in the field, to facilitate the transfer of know-how by peers. · To work on softskills throughout the training course by means of professional situations but also by means of teaching activities inspired by project-based teaching or teaching by objectives. Through the implementation of a project, the trainees or learners are led to implement various faculties and transversal skills in a professional situation: entrepreneurial spirit, sense of organisation, rigour, search for the right information and resources, sense of teamwork, not to mention the exploitation of a hitherto unsuspected potential which favours self-confidence and self-esteem."
	Innovation-Key points	"Innovation in business model Product, service or usage innovation"
	General Description	The site itself describes a hackathon practice in the software and IT sector. It is a good practice concerning a methodology strongly focused on transversal competences and able to create learning opportunities in a real and not simulated context in contact with companies and professionals.
	Format	Website
	Tools and methods	"Teamwork on site learning Worksite pedagogy Peer learning"

	Targeted audiences/ Targets	people with diploma in the computer sector
	Source/URL	https://www.agi.it/innovazione/hackaton_hack_developers_vincitori-2231035/news/2017-10-09/
	Language(s) available	Italian
	Sitography and/or bibliography	https://www.direfareinsegnare.education/didattica/la-didattica-challenge-based-e-l-hackathon-come-modello-di-apprendimento/
	Prerequisite/ Material needed	diploma
	Additional information	

	Resource n°	6
	Partner	EVT
	Occupation	Data officer/Technician (Basic)
	Title of the resource	**Data officer/Technician (Basic) - Big data specialist**
	Visual overview	
	Type of resource	Training courses
	Links with IO4 recommendations	"Integrate significant training time in the ""field"", in a work situation. Plan to involve a large number of professionals in the field, to facilitate the transfer of know-how by peers. · Provide for validation of level 3, 4 and 5 diplomas. · At the end of the course, to certify the technical and transversal learning outcomes via a final integrated test based on a professional situation as well as the continuous evaluation of the teaching team · Work with existing companies to integrate these groups via apprenticeship or professionalization contracts that provide theoretical training in the classroom and practical training in the company"
	Innovation-Key points	"Innovation in structure, methodos, governance, or project managment Product, service or usage innovation"
	General Description	Technical training course with high involvement of companies in the course activities and with strong investment in internship hours and/or apprenticeship contracts
	Format	Website
	Tools and methods	"internships both in italy and abroad practical workshops theoretical lessons"
	Targeted audiences/ Targets	ree of charge and reserved for unemployed people, no age limit

	Source/URL	https://www.lavoroeformazione.it/corso/big-data-specialist/
	Language(s) available	Italian
	Sitography and/or bibliography	https://www.lavoroeformazione.it/corso/big-data-specialist/
	Prerequisite/ Material needed	Diploma and good level of English and computer skills
	Additional information	For young people under 30 years old, there will be the possibility of activating the higher training apprenticeship and, therefore, of having an employment contract and working already during the course.

	Resource n°	7
	Partner	EVT
	Occupation	Data officer/Technician (Basic)
	Title of the resource	**Data officer/Technician (Basic) - COURSE FOR TECHNICIAN IN DATABASE MANAGEMENT Techniques for managing and analysing Big Data, machine learning and deep learning.**
	Visual overview	
	Type of resource	Training program, Training courses, Reference framework
	Links with IO4 recommendations	"Integrate significant training time in the ""field"", in a work situation. Plan to involve a large number of professionals in the field, to facilitate the transfer of know-how by peers. · Provide for validation of level 3, 4 and 5 diplomas. · At the end of the course, to certify the technical and transversal learning outcomes via a final integrated test based on a professional situation as well as the continuous evaluation of the teaching team · Work with existing companies to integrate these groups via apprenticeship or professionalization contracts that provide theoretical training in the classroom and practical training in the company · To include behavioural or transversal skills in professional situations in a training reference framework and to work on them throughout the training through various professional situations."
	Innovation-Key points	"Innovation in structure, methodos, governance, or project managment Product, service or usage innovation"
	General Description	"Technical training course with high involvement of companies in the course activities and with strong investment in internship hours and/or apprenticeship contracts. Particular attention is given to softskills throughout the course and with hours dedicated to curriculum and job search."
	Format	Website
	Tools and methods	"internships both in italy and abroad practical workshops theoretical lessons"

	Targeted audiences/ Targets	Free of charge and reserved for unemployed people
	Source/URL	http://www.engimtorino.net/tecnico-gestione-database/
	Language(s) available	Italian
	Sitography and/or bibliography	http://www.engimtorino.net/tecnico-gestione-database/
	Prerequisite/ Material needed	It is necessary to be + 18 years old and unemployed person, with at least a high school diplom. Professional qualification will also be considered after verification of the entry requirements. Entrance selection test
	Additional information	

	Resource n°	8
	Partner	EVT
	Occupation	Data officer/Technician (Basic)
	Title of the resource	**Data officer/Technician (Basic) - Exercise: Creating a simple console app Visual Basic (VB)**
	Visual overview	
	Type of resource	Course material
	Links with IO4 recommendations	"· Integrate distance learning for certain professions (e.g. web professions). · Increasing the accessibility of training via e-learning platforms"
	Innovation-Key points	"Technological innovation Product, service or usage innovation "
	General Description	Tutorial on how to use Visual Studio to create a simple console app with Visual Basic
	Format	Document (Pdf...), Website
	Tools and methods	Self-training via tutorials with text and images guiding step-by-step implementation of the IT product
	Targeted audiences/ Targets	General public
	Source/URL	https://docs.microsoft.com/it-it/visualstudio/get-started/visual-basic/tutorial-console?view=vs-2022
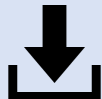
	Language(s) available	English, French, Spanish, Italian, Available in several languages (all the European ones)
	Sitography and/or bibliography	https://docs.microsoft.com/it-it/visualstudio/get-started/visual-basic/tutorial-console?view=vs-2022
	Prerequisite/ Material needed	Pc an internet connection
	Additional information	Tool offered by Microsoft, there are several tutorials

	Resource n°	9
	Partner	**A Idées Formation**
	Occupation	Network installation program
	Title of the resource	**Network installation program - IFAPME Network administration training program**
	Visual overview	
	Type of resource	Training program
	Links with IO4 recommendations	Curriculum available for soft skilled people and unemployed people under conditions. Direct link with enterprise sector (mandatory practical period to end the curriculum)
	Innovation-Key points	Curriculum based on the last technologies. Theorical and practical approach through "laboratory" course with networking devices end programs. Permanently up to date to be in phase with the technological innovation.
	General Description	This is the official public course program to access the Networking Installation and Administration skills. The program is available for adults who don't have reached the end of secondary school. Delayed training course that can be taken to the end in 2 years. This curriculum is available in different cities of Wallonia.
	Format	Document (Pdf...)
	Tools and methods	Theorical and practical teaching. Direct mandatory link with the world of the enterprise.
	Targeted audiences/ Targets	Soft skilled people. Unemployed people under conditions. Adults.
	Source/URL	https://www.ifapme.be/formations/coordination-et-encadrement/administrateur-reseaux-et-systemes

	Language(s) available	French
	Sitography and/or bibliography	https://www.ifapme.be/formations/coordination-et-encadrement/administrateur-reseaux-et-systemes
	Prerequisite/ Material needed	Nothing
	Additional information	

	Resource n°	10
	Partner	**A Idées Formation**
	Occupation	Network installation program
	Title of the resource	**Network installation program - Netacad - Cisco**
	Visual overview	
	Type of resource	Training program
	Links with IO4 recommendations	Integrate distance learning for certain professions. Facilitating access to computer equipment Increasing the accessibility of training via e-learning platforms
	Innovation-Key points	World leader in Networking technology and devices creation. Technological innovation. Product service of usage innovation.
	General Description	The Cisco Netacad is the training program created by Cisco. The word leader in Networking created his own training program to teach networking at high level. Give the opportunity be certificated at different levels of knowledge. Even if the certification is private, the worlwide aknowledgment guarantees the quality of the program.
	Format	Website
	Tools and methods	E-learning.
	Targeted audiences/ Targets	Adults who wants to work in networking.
	Source/URL	https://www.netacad.com/fr

	Language(s) available	English, French, Spanish
	Sitography and/or bibliography	https://www.netacad.com/fr
	Prerequisite/ Material needed	Nothing
	Additional information	

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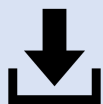
	Resource n°	11
	Partner	**A Idées Formation**
	Occupation	Digital mediator
	Title of the resource	**Digital mediator - Digital Stories**
	Visual overview	
	Type of resource	Learning tools, Innovation project to approach digital skills
	Links with IO4 recommendations	Facilitating access to computer equipment. Promoting the gamification of learning. • Checking the trainee's ability and determination to detect self-learning capacity o A motivational interview and a placement test on basic digital skills + a personal file of the trainee candidate including the experience acquired in the targeted skill area and the feedback from the motivational interview.
	Innovation-Key points	Product, service or usage innovation
	General Description	The Digital Stories Project awakened few years ago via Comundos and "Les Equipes Populaires Brabant Wallon" in Belgium. The project aims to teach base digital skills to fragilized persons. The richness and innovation in the project is that the trainees can work directly in a sumarized situation based on her own personnal story. Results at the end : a short digital story created by the trainee with the help of the digital mediator. All the tools used in that project are free to use. AID Formation regurlarly organise Digital Stories activity in place of the classical "PMTIC" (learning and teaching of base didital skills by a more classical approach). The results are very concrete and the trainees enforce their self-esteem. As a digital mediator, this method "concrete project" oriented method is original and travels around the world as a sucess.
	Format	Video, Animation, Website, Practical activity

⚙	**Tools and methods**	"Project oriented" teaching using computer, internet connection and some freewares to realize digital stories.
👥🔍	**Targeted audiences/ Targets**	Softskilled people, digital mediators, trainers
💻🌐	**Source/URL**	https://www.histoires-digitales.be https://www.pointculture.be/magazine/articles/focus/histoires-digitales/?fbclid=IwAR1bHBuTJqc8Hee-exAM3_d-0MSLdldiBJK5O9Ya7tVZUZSgQk6gWJW2o3Y#
📢	**Language(s) available**	French
📚	**Sitography and/or bibliography**	https://www.pointculture.be/magazine/articles/focus/histoires-digitales/?fbclid=IwAR1bHBuTJqc8Hee-exAM3_d-0MSLdldiBJK5O9Ya7tVZUZSgQk6gWJW2o3Y# https://www.histoires-digitales.be Points de repères n°45 available by "Les Equipes Populaires" www.equipespopulaires.be
📋	**Prerequisite/ Material needed**	Computer, internet connection
ⓘ	**Additional information**	

	Resource n°	12
	Partner	A Idées Formation
	Occupation	Digital mediator
	Title of the resource	**Digital mediator - CF2000 - Multimedia animator training**
	Visual overview	
	Type of resource	Training courses
	Links with IO4 recommendations	• Integrate distance learning for certain professions (e.g. web professions). • Organise a pre-training or discovery module before starting the actual vocational training. Discovering the various aspects of the profession, but also getting to know oneself and working on a professional project would be at the heart of the pre-training programme. • Organise a modular type of training, in several stages, including a "discovery of the trade" stage coupled, if necessary, with a technical refresher course. At the end of this stage, the trainee-candidates concerned will have the possibility of continuing with the technical training envisaged if, following an assessment, they prove to have the technical capacity to continue with the training, on the one hand, and if they have reached their own conclusions as to their aptitude for the trade and their desire to practise it, on the other. It is also useful to check whether they are prepared to undertake a full training course to achieve this. • To work on softskills throughout the training course by means of professional situations but also by means of teaching activities inspired by project-based teaching or teaching by objectives. Through the implementation of a project, the trainees or learners are led to implement various faculties and transversal skills in a professional situation: entrepreneurial spirit, sense of organisation, rigour, search for the right information and resources, sense of teamwork, not to mention the exploitation of a hitherto unsuspected potential which favours self-confidence and self-esteem. • At the end of the course, to certify the technical and transversal learning outcomes via a final integrated test based on a professional situation as well as the continuous evaluation of the teaching team
	Innovation-Key points	Product, service of usage innovation

	General Description	The CF2000 multimedia animator training is organized in the Brussels region. It is accessible to adults with a low level of education. Its assets lie in the fact that it combines both technical and pedagogical learning for the future animators. It also integrates distance learning and the realization of training periods. A pre-training period is organized. Generally speaking, digital learning is done with the help of free and easily accessible software. Project management is an integral part of the training. These elements make it an interesting and innovative resource.
	Format	Document (Pdf...), Website
	Tools and methods	See description.
	Targeted audiences/ Targets	Adults, soft skilled people
	Source/URL	https://www.cf2m.be/animateur-multimedia/
	Language(s) available	French
	Sitography and/or bibliography	https://www.cf2m.be/animateur-multimedia/
	Prerequisite/ Material needed	Nothing
	Additional information	PDF with free softwares used available.
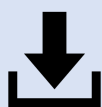
Resource n°	13
Partner	**A Idées Formation**

	Occupation	Network installation program
	Title of the resource	**Network installation program - Practical Guide - Cloud - Backup - SDLAN**
	Visual overview	
	Type of resource	Learning tools
	Links with IO4 recommendations	• Integrate distance learning for certain professions (e.g. web professions). • Integrate a stronger link with employers to identify the needs of companies as accurately as possible. • Plan to involve a large number of professionals in the field, to facilitate the transfer of know-how by peers.
	Innovation-Key points	Product, service or usage innovation
	General Description	The guide is a recent tool developed by Frederic Wauters, trainer and external maintenance consultant for IDCLIC. This tool addresses a significant part of the concepts related to data security. This aspect must also be mastered by today's network installer or administrator. The author has made a considerable effort to popularize computer science in order to make the resource relevant and accessible to everyone. The document addresses concepts related to the cloud, backup and networking in general.
	Format	Document (Pdf...)
	Tools and methods	See description.
	Targeted audiences/ Targets	Future networking worker, trainer, office workers.
	Source/URL	www.idclic.be

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	Language(s) available	French
	Sitography and/or bibliography	Cloud Backup VPN - Différences et études de cas by Wauters F - IDCLIC - 2020
	Prerequisite/ Material needed	Nothing
	Additional information	PDF document available.

	Resource n°	**14**
	Partner	**A Idées Formation**
	Occupation	Digital mediator
	Title of the resource	**Digital mediator - Train the trainers - Digital boost**
	Visual overview	
	Type of resource	Learning tools
	Links with IO4 recommendations	• Integrate a stronger link with employers to identify the needs of companies as accurately as possible. • Integrate distance learning for certain professions (e.g. web professions). • Plan to involve a large number of professionals in the field, to facilitate the transfer of know-how by peers. • Offer more regular training sessions.
	Innovation-Key points	Product, service of usage innovation
	General Description	The guide is a recent tool (2020) developed by Frédéric Wauters, trainer at A Idées formation and maintenance consultant at IDCLIC. The document aims to accompany the measure "Coup de Pouce Digital" set up in Wallonia. Indeed, the digital divide and the Covid-19 pandemic have led training centers and beneficiaries to quickly familiarize themselves with the possibilities of distance learning. IDCLIC became a partner of the measure by giving the possibility to the teams of trainers of the CISP centers to be accompanied and trained in basic computer skills. The goal is to be able, as a trainer, to accompany its trainees in the framework of a more autonomous and remote learning.
	Format	Book/Handbook/Guide, Document (Pdf...)
	Tools and methods	See description.
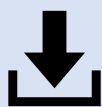
	Targeted audiences/ Targets	Trainers
	Source/URL	https://www.interfede.be/coup-de-pouce-digital/ https://www.idclic.be
	Language(s) available	French
	Sitography and/or bibliography	https://www.interfede.be/coup-de-pouce-digital/ www.idclic.be
	Prerequisite/ Material needed	Computer with internet connection
	Additional information	Pdf guide available.

	Resource n°	15
	Partner	**A Idées Formation**
	Occupation	Digital mediator
	Title of the resource	**Digital mediator - How to succeed in the hybridization of training?**
	Visual overview	
	Type of resource	General resources in the field of educational innovation
	Links with IO4 recommendations	• Integrate a stronger link with employers to identify the needs of companies as accurately as possible. • Integrate distance learning for certain professions (e.g. web professions). • Integrate significant training time in the "field", in a work situation. • Plan to involve a large number of professionals in the field, to facilitate the transfer of know-how by peers • Participate in the popularisation of disciplines • Promoting the gamification of learning • Increasing the accessibility of training via e-learning
	Innovation-Key points	Products, service or usage innovation
	General Description	In the current context, it is impossible not to talk about the hybridization of learning. Thus, the "AID" community, of which our center A Idées formation is a part, has been sensitized and trained to this issue through Formaform. The document presents the recent issues of hybridization and the ways to succeed in a process based on this method. The advantages of face-to-face and distance learning, the importance of game-based learning, and examples of resources are presented. The document also discusses important concepts to consider such as assertiveness, group management and individuality in this type of learning.
	Format	Document (Pdf...), Website
	Tools and methods	See description.
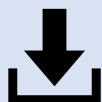
	Targeted audiences/ Targets	Trainers, digital mediators
	Source/URL	www.formaform.be
	Language(s) available	French
	Sitography and/or bibliography	www.formaform.be
	Prerequisite/ Material needed	PDF reader
	Additional information	PDF available.

Resource n°	16
Partner	**A Idées Formation**
Occupation	Digital mediator
Title of the resource	**Digital mediator - Chamilo - opensource cooperative platform**
Visual overview	
Type of resource	Learning tools, Open source collaborative platform
Links with IO4 recommendations	• Integrate a stronger link with employers to identify the needs of companies as accurately as possible. • Integrate distance learning for certain professions (e.g. web professions). • Plan to involve a large number of professionals in the field, to facilitate the transfer of know-how by peers. • Participate in the popularisation of disciplines • Increasing the accessibility of training via e-learning platforms
Innovation-Key points	Products, service or usage innovation Innovation in business models
General Description	Chamilo is an e-learning system (or Learning Management System) developed in a collaborative way by various companies, associations and individuals, through an open model called "free software". You can download Chamilo for free and use it freely, as long as you accept its license (GNU/GPLv3), which gives you, in short, 4 freedoms, in exchange for a commitment on your part to ensure the continuity of these freedoms: use, study, modify and distribute. Chamilo is not only developed collaboratively by dozens of people around the world, but it is also supported by a non-profit association whose goal is to promote the platform and ensure its continuity. Finally, the Chamilo development team is almost completely trilingual English-French-Spanish and accepts suggestions and reports from the general public. In this sense, Chamilo is the only "free software" e-learning platform that provides so many guarantees of open access.
Format	Website, Tools

	Tools and methods	You can use Chamillo by a simple online inscription. The tool is provided with online documentation.
	Targeted audiences/ Targets	Trainers, digital mediators
	Source/URL	https://docs.chamilo.org/v/1.11.x-fr/guide-administrateur/introduction
	Language(s) available	English, French, Spanish
	Sitography and/or bibliography	https://chamilo.org/fr/
	Prerequisite/ Material needed	Computer with internet connection
	Additional information	

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	Resource n°	17
	Partner	**A Idées Formation**
	Occupation	Digital mediator
	Title of the resource	**Digital mediator - PMTIC - Problem solving and challenges.**
	Visual overview	
	Type of resource	Training courses, Learning tools
	Links with IO4 recommendations	• Integrate a stronger link with employers to identify the needs of companies as accurately as possible. • Integrate distance learning for certain professions (e.g. web professions). • Plan to involve a large number of professionals in the field, to facilitate the transfer of know-how by peers. • Promoting the gamification of learning • Increasing the accessibility of training via e-learning platforms• Checking the trainee's ability and determination to detect self-learning capacity o A motivational interview and a placement test on basic digital skills + a personal file of the trainee candidate including the experience acquired in the targeted skill area and the feedback from the motivational interview. • At the end of the course, to certify the technical and transversal learning outcomes via a final integrated test based on a professional situation as well as the continuous evaluation of the teaching team
	Innovation-Key points	Product, service or usage innovation
	General Description	The PMTIC training, which lasts a maximum of 48 hours, aims to raise awareness and train jobseekers in information and communication technologies in order to facilitate their inclusion in the digital culture and promote their socio-professional integration. The contents of the training units have been developed by the LabSET of the University of Liege. These online contents are designed to be used during face-to-face trainings, especially when they are organized by PMTIC approved training operators. Nevertheless, they are also freely available to anyone who wishes to use them, either privately or as part of a non-approved training course.

		The innovation now lies in the addition of 2 modules related to basic digital skills, namely problem solving related to the use of the computer and the implementation of so-called transversal activities, called challenges. The implementation of these 2 modules shows the importance of the DigComp reference system, which is gradually taking its place in the framework of the official training courses of the Walloon Region. Moreover, the pedagogical sheets are still available for download to allow distance learning: they deal with the use of a computer, the creation of documents and the current means of communication.
	Format	Book/Handbook/Guide, Document (Pdf...), Website
	Tools and methods	The guides are available to doxnload on the official sites. These are supports for e-learning.
	Targeted audiences/ Targets	Unemployed people, trainers, digital mediators
	Source/URL	www.pmtic.net
	Language(s) available	French
	Sitography and/or bibliography	www.pmtic.net
	Prerequisite/ Material needed	Computer with internet connection
	Additional information	PDF available.

Resource n°	18
Partner	EVT
Occupation	Computer repairer
Title of the resource	**Computer repairer - JobDirect social enterprise: Agency for Recruitment, Placement and Assistance for People with Disabilities**
Visual overview	
Type of resource	job placement service
Links with IO4 recommendations	Integrate significant training time in the "field", in a work situation; · Work with existing companies to integrate these groups via apprenticeship or professionalization contracts that provide theoretical training in the classroom and practical training in the company
Innovation-Key points	service and tool innovation
General Description	"A service offering people with disabilities and companies a package of direct services of employment with a department for digital competences; 1. Social and professional integration in work integration social enterprises and on the labor market of people with disabilities for whom it is difficult to find a job; 2. Support for companies for recruiting, employing and maintaining people with disabilities at the workplace. 3. Digital possibility for recruitment and for announcing available workplace for people with disabilities on the platform https://www.jobdirect.ro/ METHODOLOGIES: Professional counseling and orientation; • Testing their work capacity through the CASPER testing battery (a complex instrument for assessment of people with disabilities allowing the creation of an "occupational profile" and identifying the best suitable job); • Testing with the CAS++ battery, a software for psychological testing, a computerized, offline product for psychological evaluation of adults, offering the possibility to be used for individualized evaluations, for staff selection or for career counseling; "
Format	Website

⚙	**Tools and methods**	tutoring and counseling
👥🔍	**Targeted audiences/ Targets**	Disabled persons
🖥	**Source/URL**	https://www.jobdirect.ro/
📢	**Language(s) available**	Romanian
📚	**Sitography and/or bibliography**	https://www.jobdirect.ro/
📋	**Prerequisite/ Material needed**	nothing
ℹ	**Additional information**	2 innovative tools: a) job matching – according to which is made the recommendation for hiring or not hiring a certain position; b) the jobcoaching service that leads to maintaining the job and avoiding the failure in employment;

	Resource n°	19
	Partner	EVT
	Occupation	Data officer/Technician (Basic)
	Title of the resource	**Data officer/Technician (Basic) - Didactic tutoring - Bachelor of Science in Computer Science**
	Visual overview	
	Type of resource	Learning tools, Course material
	Links with IO4 recommendations	· Integrate distance learning for certain professions (e.g. web professions).
	Innovation-Key points	"Technological innovation Product, service or usage innovation "
	General Description	University of Ferrara website: tutors to support study paths with laboratory exercises and solutions to support self-learning. Useful links are also provided for tutorials and information for completing the exercises
	Format	Document (Pdf...), Website
	Tools and methods	"Reference figure: tutor Study materials and exercises"
	Targeted audiences/ Targets	University students
	Source/URL	http://www.unife.it/scienze/informatica/insegnamenti/linguaggi-di-programmazione-e-laboratorio/tutor-didattico-1

	Language(s) available	Italian
	Sitography and/or bibliography	http://www.unife.it/scienze/informatica/insegnamenti/linguaggi-di-programmazione-e-laboratorio/tutor-didattico-1
	Prerequisite/ Material needed	University enrolment, PC and internet connection
	Additional information	

	Resource n°	20
	Partner	AGFE
	Occupation	FTTH connection installer
	Title of the resource	**FTTH connection installer - Employment potential and skills needs**
	Visual overview	
	Type of resource	Studies
	Links with IO4 recommendations	Tailoring training to employers' needs
	Innovation-Key points	Innovation of use (improves the existing)
	General Description	Website that centralises a wealth of information on the needs of the professional fibre optics sector and the professions
	Format	Document (Pdf...)
	Tools and methods	Studies, practical guides, videos, etc.
	Targeted audiences/ Targets	nformation for companies, jobseekers and employment advisors
	Source/URL	https://www.objectif-fibre.fr/

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	Language(s) available	French
	Sitography and/or bibliography	https://www.objectif-fibre.fr/
	Prerequisite/ Material needed	
	Additional information	

	Resource n°	21
	Partner	AGFE
	Occupation	FTTH connection installer
	Title of the resource	**FTTH connection installer - Referring a training centre**
	Visual overview	
	Type of resource	Training courses
	Links with IO4 recommendations	Promoting a training centre and its offer
	Innovation-Key points	Innovation of method and use (improves the existing) and technology
	General Description	The training organisation must complete a technical file presenting its offer. It is then recognised by the companies in the professional sector.
	Format	Tools
	Tools and methods	technical file
	Targeted audiences/ Targets	training organisation
	Source/URL	https://www.objectif-fibre.fr/page/referencer-un-centre-de-formation

	Language(s) available	French
	Sitography and/or bibliography	https://www.objectif-fibre.fr/page/referencer-un-centre-de-formation
	Prerequisite/ Material needed	
	Additional information	

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Resource n°	22
Partner	AGFE
Occupation	FTTH connection installer
Title of the resource	**FTTH connection installer - The CQP (Certificat de Qualification Professionnelle): another way of looking at training**
Visual overview	
Type of resource	Competency Framework
Links with IO4 recommendations	Presentation of the expected competences
Innovation-Key points	Innovation de méthode et d'usage (améliore l'existant)
General Description	Simple and clear presentation of the fitters' qualification and the partner training organisations at national level
Format	Infographics
Tools and methods	Practical sheet
Targeted audiences/ Targets	Jobseekers
Source/URL	https://serce.fr/wp-content/uploads/2022/01/20211222110620_SERCE_Infos_n29__decembre_2021.pdf

	Language(s) available	French
	Sitography and/or bibliography	https://serce.fr/
	Prerequisite/ Material needed	
	Additional information	

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	Resource n°	23
	Partner	AGFE
	Occupation	FTTH connection installer
	Title of the resource	**FTTH connection installer - Framework partnership agreement for the implementation of training courses**
	Visual overview	
	Type of resource	Reference framework
	Links with IO4 recommendations	Facilitate access to employment after training
	Innovation-Key points	Adapting training content to the needs of companies
	General Description	Reciprocal commitments by stakeholders to pool their knowledge and expertise
	Format	Document (Pdf...)
	Tools and methods	Framework agreement
	Targeted audiences/ Targets	Training organizations and firms
	Source/URL	https://www.valdoisenumerique.fr/uploads/media/node/0001/01/6cd82163f1f965b99832df14fa492eb24aed67f4.pdf

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	Language(s) available	French
	Sitography and/or bibliography	https://www.valdoisenumerique.fr/
	Prerequisite/ Material needed	
	Additional information	

	Resource n°	24
	Partner	AGFE
	Occupation	FTTH connection installer
	Title of the resource	**FTTH connection installer - Building a client's facility and connecting it to an to an optical telecommunications network**
	Visual overview	
	Type of resource	Training program
	Links with IO4 recommendations	Description of a training offer for low-skilled jobseekers
	Innovation-Key points	Social innovation
	General Description	Practical sheet that simply presents the content of the training and the tasks that the trainee will be able to perform afterwards
	Format	Book/Handbook/Guide
	Tools and methods	Practical sheet
	Targeted audiences/ Targets	low-skilled jobseekers and employment advisers
	Source/URL	https://www.valdoisenumerique.fr/

	Language(s) available	French
	Sitography and/or bibliography	https://www.valdoisenumerique.fr/
	Prerequisite/ Material needed	
	Additional information	

	Resource n°	25
	Partner	AID
	Occupation	Web Development
	Title of the resource	**Web Development - Discover developer jobs**
	Visual overview	
	Type of resource	Course material
	Links with IO4 recommendations	Online course to learn more about web development
	Innovation-Key points	Practical resource to help the trainees discover the trade and get guidance.
	General Description	This online course introduces us to the job of a web developer, and its skills and missions within the company. Through this resource, we can also learn about the different professions and functions of the web developer, and their specific features. It is an ideal resource for discovering the profession and orienting yourself in the sector.
	Format	Practical activity
	Tools and methods	Online course
	Targeted audiences/ Targets	General public / learners
	Source/URL	https://openclassrooms.com/fr/courses/6817086-decouvrez-les-metiers-de-developpeur

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	Language(s) available	French
	Sitography and/or bibliography	Open Classrooms
	Prerequisite/ Material needed	None
	Additional information	

	Resource n°	26
	Partner	AID
	Occupation	Web designer
	Title of the resource	**Web designer - Effects of the digital transition on the ICT sector**
	Visual overview	
	Type of resource	Studies
	Links with IO4 recommendations	Global analysis about all digital trades and occupations, and their evolution in the next years
	Innovation-Key points	Detailed analysis of the specifications of the trades and the employment potential in these sectors
	General Description	The analysis explores the ICT sector (information and communication technologies) or digital sector in Wallonia from the perspective of the digital transition. Developments in hardware, software, interfaces and connectivity are opening up the field of possibilities and revisiting the practices and roles of each of the players. It is therefore an interesting resource for vocational training operators, who wish to follow the evolution of skills needs in the labour market in order to adapt their programmes and courses.
	Format	Document (Pdf...)
	Tools and methods	N/A
	Targeted audiences/ Targets	General public / training providers
	Source/URL	https://www.leforem.be/content/dam/leforem/fr/documents/20160616_MAV_4_0_Synthese_TIC.pdf

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	Language(s) available	French
	Sitography and/or bibliography	Le Forem
	Prerequisite/ Material needed	General resource, about all digital trades (and not only web design/development)
	Additional information	

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	Resource n°	27
	Partner	AID
	Occupation	Web Development
	Title of the resource	**Web Development - Professional certification: Designer and web project manager**
	Visual overview	
	Type of resource	Competency Framework, Training program, Reference framework
	Links with IO4 recommendations	Certification process for web developers
	Innovation-Key points	Competence certification test for web developers and project managers
	General Description	This resource presents the content of a certification test for the profession of Web Developer and Project Manager. As it stands, it can therefore also be used as a repository of skills to be attained at the end of a training course for the trade in question.
	Format	Website
	Tools and methods	N/A
	Targeted audiences/ Targets	Learners / Workers
	Source/URL	https://www.francecompetences.fr/recherche/rncp/34203/

	Language(s) available	French
	Sitography and/or bibliography	France Compétences
	Prerequisite/ Material needed	
	Additional information	

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	Resource n°	28
	Partner	AID
	Occupation	Web designer
	Title of the resource	**Web designer - Professional Certification: Web Designer**
	Visual overview	
	Type of resource	Competency Framework, Reference framework
	Links with IO4 recommendations	Certification process for web designers
	Innovation-Key points	Competence certification test for web developers and project managers
	General Description	This resource presents the content of a certification test for the Web Designer trade. As it stands, it can therefore also be used as a repository of skills to be attained at the end of a training course for the trade in question.
	Format	Website
	Tools and methods	N/A
	Targeted audiences/ Targets	Learners, workers, training providers
	Source/URL	https://www.francecompetences.fr/recherche/rncp/34245/

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	Language(s) available	French
	Sitography and/or bibliography	France compétences
	Prerequisite/ Material needed	
	Additional information	

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	Resource n°	29
	Partner	AID
	Occupation	Web Development
	Title of the resource	**Web Development - Learn to code with Python**
	Visual overview	
	Type of resource	Training courses, Learning tools
	Links with IO4 recommendations	Practical resource about web development and code
	Innovation-Key points	Online resource providing certification on Python
	General Description	A 15-week MOOC to learn programming on Python. This MOOC is organised by the Université Libre de Bruxelles via an online learning platform. It is useful for anyone who wants to learn to code in Python, but also for training operators who want to either train their staff or use the MOOC curriculum as inspiration for their training programme.
	Format	Video, Book/Handbook/Guide, Website, Practical activity
	Tools and methods	MOOC
	Targeted audiences/ Targets	Learners & General public
	Source/URL	https://www.fun-mooc.fr/fr/cours/apprendre-a-coder-avec-python/

	Language(s) available	French
	Sitography and/or bibliography	Plateforme FUN MOOC
	Prerequisite/ Material needed	No prerequisites / Computer needed to follow the course
	Additional information	Practical exercices associated with the MOOC : https://upylab.ulb.ac.be/pub/Projets_MOOC/Projets_Apprendre_a_coder_avec_python.pdf

	Resource n°	30
	Partner	AID
	Occupation	Web Development
	Title of the resource	**Web Development - BeCode, training center**
	Visual overview	
	Type of resource	Example of professional training center
	Links with IO4 recommendations	Digital training center for jobseekers
	Innovation-Key points	A leading and cutting-edge digital training centre that trains vulnerable jobseekers to digital trades
	General Description	BeCode is an example of professional training centres for job seekers operating in Belgium. Is is a great example of what to do/how to work in the digital sector and bring our target public into the sector. Is is also a potential partner for training providers wishing to develop training programs and bridges between non-formal providers and the digital sector.
	Format	Website
	Tools and methods	N/A
	Targeted audiences/ Targets	Training providers, job seekers
	Source/URL	https://becode.org/fr/

	Language(s) available	French
	Sitography and/or bibliography	https://becode.org/fr/
	Prerequisite/ Material needed	
	Additional information	

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	Resource n°	31
	Partner	SENSCOP
	Occupation	Web communication
	Title of the resource	**Web communication - Web marketing & co'm : interactive communication and more**
	Visual overview	
	Type of resource	Training program, Learning tools
	Links with IO4 recommendations	The recommendations highlighted the need for distance training during which everyone could learn at their own pace, this is what this platform offers. The content is also offered by professionals in the web marketing and web communication professions. The online community and the blog aimss to facilitate the skills transfert between professionals and learners.
	Innovation-Key points	The proposed content is complete and innovative: proposal of job offers, choice of training in virtual classes with gamification and replay of courses and entry into a community of learners.
	General Description	It is a platform bringing together a large number of information and tools relating to learning the professions of web communication. In particular, it offers online training, job offers, articles, a newsletter, a resource search engine (books, training, practical digital tools) other informative content
	Format	Website
	Tools and methods	online platform / blog
	Targeted audiences/ Targets	beginners or confirmed, entrepreneurs or employees, accessible to people with disabilities. People wishing to work in web marketing or wishing to optimize their knowledge/skills in digital communication.
	Source/URL	https://www.webmarketing-com.com/

	Language(s) available	French
	Sitography and/or bibliography	https://www.webmarketing-com.com/
	Prerequisite/ Material needed	computer (web cam for trainings)
	Additional information	

	Resource n°	32
	Partner	SENSCOP
	Occupation	Web communication
	Title of the resource	**Web communication - "Market Academy" Youtube Channel**
	Visual overview	
	Type of resource	Training program, Learning tools
	Links with IO4 recommendations	The format allows for distance learning, which was acclaimed by many respondents. Also, the tutorials are presented by professionals who explain the theme of the video as during a virtual class which allows to humanize online learning.
	Innovation-Key points	Innovation is driven by the content and format of these educational resources. The chosen format is short, fun, and allows learning by a professional who explains and informs for free. The videos can also be stored in themed "playlists" which will be similar to learning modules, for example.
	General Description	This is a Youtube channel offering free courses and tutorials to learn or deepen your knowledge in the fields of marketing and digital communication.
	Format	Video
	Tools and methods	Online videos and tutorials
	Targeted audiences/ Targets	beginners or experienced, entrepreneurs or employees, passionate about digital communication, eager to learn or deepen their knowledge/skills.
	Source/URL	https://www.youtube.com/c/Market-academy/videos

	Language(s) available	English, French, Spanish, Italian, All languages translated by youtube subtitles
	Sitography and/or bibliography	https://www.youtube.com/c/Market-academy/videos
	Prerequisite/ Material needed	Computer or tablet or smartphone
	Additional information	

	Resource n°	33
	Partner	SENSCOP
	Occupation	Web communication
	Title of the resource	**Web communication - ISCOM Anytime app**
	Visual overview	
	Type of resource	Training program, Training courses, Learning tools
	Links with IO4 recommendations	The transfer of skills is done by recognized professionals and teachers bringing more confidence and professionalism. In addition, the format also corresponds to certain recommendations made: digital format, distance learning. Finally, the learner chooses his modules according to his time and his desires and can thus manage the regularity of his learning.
	Innovation-Key points	Mobile application format, custom made choice + access to free information content (podcasts, articles, news...) + gamification of training with badge system to collect.
	General Description	Digital communication training application that offers paid training programs but includes free information and learning content such as articles, news, podcasts, etc.
	Format	App
	Tools and methods	lessons, trainings, podcasts, articles, news
	Targeted audiences/ Targets	beginners or experienced, entrepreneurs or employees, passionate about digital communication, eager to learn or deepen their knowledge/skills.
	Source/URL	https://apps.apple.com/fr/app/iscom-anytime/id1541856230

	Language(s) available	French
	Sitography and/or bibliography	https://apps.apple.com/fr/app/iscom-anytime/id1541856230 / https://www.strategies.fr/expertises/iscom-anytime-lapplication-pour-se-former-la-communication-tout-au-long-de-sa-vie
	Prerequisite/ Material needed	smartphone or tablet or computer (compatible AppStore or GooglePlay)
	Additional information	Application created by ISCOM, Higher Institute of Communication and Advertising with 10 campuses in France and an ERASMUS learning program.

	Resource n°	34
	Partner	SENSCOP
	Occupation	Web communication
	Title of the resource	**Web communication - Google Digital Workshops**
	Visual overview	
	Type of resource	Training program, Training courses
	Links with IO4 recommendations	Google's Digital Workshops enable online and distance learning. They also allow the learner to personalize his work and in particular to manage the regularity of his exercises.
	Innovation-Key points	Online course format + quiz assessment + Google certification
	General Description	Google Ateliers Numériques is a free and certifying training in digital marketing, offered by Google and allowing you to learn the basic skills of the digital marketing and communication professions. A panel of courses are offered with quizzes and badges to assess the knowledge acquired. It is also possible to pass the Google certification, professionally recognized.
	Format	Virtual lessons + quizzes
	Tools and methods	e-learning / quizzes / gamification / badges / certification
	Targeted audiences/ Targets	beginner in web marketing and network/web communication
	Source/URL	https://learndigital.withgoogle.com/ateliersnumeriques/plan/in_progress

	Language(s) available	English, French, Spanish, Italian
	Sitography and/or bibliography	https://learndigital.withgoogle.com/ateliersnumeriques/plan/in_progress / https://audreytips.com/google-ateliers-numeriques/
	Prerequisite/ Material needed	Computer or tablet or smartphone
	Additional information	The training modules last between 1 and 40 hours and revolve around several themes relating to digital marketing and web communication. The Google certification includes 26 modules for 40 hours of lessons.

	Resource n°	35
	Partner	AGFE
	Occupation	Computer Technician
	Title of the resource	**Computer Technician - Learner success stories**
	Visual overview	
	Type of resource	Audio testimonials from learners
	Links with IO4 recommendations	Highlighting atypical and inspiring career paths that can inspire people to choose a career in the digital sector
	Innovation-Key points	Social and technological innovation
	General Description	Small audios
	Format	Audio
	Tools and methods	Audio
	Targeted audiences/ Targets	low-skilled people / vulnerable adults
	Source/URL	https://anchor.fm/gen-success-stories

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	Language(s) available	French
	Sitography and/or bibliography	https://www.grandeecolenumerique.fr/
	Prerequisite/ Material needed	Nothing
	Additional information	

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	Resource n°	36
	Partner	AGFE
	Occupation	Computer Technician
	Title of the resource	**Computer Technician - Computer Support Technician Training**
	Visual overview	
	Type of resource	Training program
	Links with IO4 recommendations	Description of the training
	Innovation-Key points	Method innovation
	General Description	Present an inspiring training methodology
	Format	Document (Pdf...)
	Tools and methods	Description
	Targeted audiences/ Targets	Tutors and trainers
	Source/URL	https://simplon.co/formation/technicien-d-assistance-en-informatique/8

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	Language(s) available	French
	Sitography and/or bibliography	https://simplon.co/
	Prerequisite/ Material needed	Nothing
	Additional information	

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	Resource n°	37
	Partner	AGFE
	Occupation	Computer Technician
	Title of the resource	**Computer Technician - Training pedagogy**
	Visual overview	
	Type of resource	Competency Framework
	Links with IO4 recommendations	To present a training pedagogy adapted to the first levels of qualification
	Innovation-Key points	Method innovation
	General Description	Presentation of the specificities of the SIMPLON training pedagogy
	Format	Video, Website
	Tools and methods	website
	Targeted audiences/ Targets	Tutors and trainers
	Source/URL	https://youtu.be/0PeqnLq12V8 https://simplon.co/la-pedagogie-simplon.html

	Language(s) available	French
	Sitography and/or bibliography	https://simplon.co/
	Prerequisite/ Material needed	Nothing
	Additional information	

	Resource n°	38
	Partner	AGFE
	Occupation	Computer Technician
	Title of the resource	**Computer Technician - AFPA : INCUBATOR OF NEW PROFESSIONS OF THE 21ST CENTURY**
	Visual overview	
	Type of resource	Competency Framework, Studies
	Links with IO4 recommendations	To inspire collaboration between public and private actors and training organisations
	Innovation-Key points	Method innovation
	General Description	Presentation of the results of an action research on digital professions conducted by a public training organisation
	Format	Document (Pdf...)
	Tools and methods	Presentation of the results
	Targeted audiences/ Targets	Tutors and trainers
	Source/URL	https://afpa.fr/groupe-afpa/connaitre-l-afpa-notre-raison-d-etre/les-missions-de-service-public-de-l-epic-af-1

	Language(s) available	French
	Sitography and/or bibliography	https://afpa.fr/groupe-afpa/connaitre-l-afpa-notre-raison-d-etre/les-missions-de-service-public-de-l-epic-af-1
	Prerequisite/ Material needed	Nothnig
	Additional information	

	Resource n°	39
	Partner	AGFE
	Occupation	Computer Technician
	Title of the resource	**Computer Technician - POE helpdesk technician**
	Visual overview	
	Type of resource	Training program, Reference framework
	Links with IO4 recommendations	Imagine training paths that lead to employment at the end of the training
	Innovation-Key points	Innovation in use and service
	General Description	Presentation of a training and employment pathway
	Format	Document (Pdf...)
	Tools and methods	Presentation
	Targeted audiences/ Targets	Trainers
	Source/URL	https://www.pole-emploi.fr/employeur/aides-aux-recrutements/les-aides-a-la-formation/la-preparation-operationnelle-a.html

	Language(s) available	French
	Sitography and/or bibliography	https://www.pole-emploi.fr/employeur/aides-aux-recrutements/les-aides-a-la-formation/la-preparation-operationnelle-a.html
	Prerequisite/ Material needed	Nothing
	Additional information	

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	Resource n°	40
	Partner	AGFE
	Occupation	Computer Technician
	Title of the resource	**Computer Technician - Computer support technician**
	Visual overview	
	Type of resource	Training program
	Links with IO4 recommendations	Making training and jobs accessible to all
	Innovation-Key points	Social innovation
	General Description	Presentation of a training course reserved for people recognised as disabled workers
	Format	Document (Pdf...)
	Tools and methods	Presentation
	Targeted audiences/ Targets	Trainers ans trainees
	Source/URL	https://fondationcos.org/lassociation-cos/le-cos

	Language(s) available	French
	Sitography and/or bibliography	https://fondationcos.org/lassociation-cos/le-cos
	Prerequisite/ Material needed	Nothing
	Additional information	

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	Resource n°	41
	Partner	AID
	Occupation	Web Development
	Title of the resource	**Web Development - Occupations and professions: computer developer**
	Visual overview	
	Type of resource	Job presentation
	Links with IO4 recommendations	Presentation and description of what is a web developer
	Innovation-Key points	Regional up-to-date presentation of the trade and its employment opportunities
	General Description	This fact sheet, developed by Forem (the public employment service in Wallonia), describes the job of computer developer, and its related professions. The sheet presents the Walloon training offer for these functions, the available job offers as well as an analysis of the job opportunities in the sector.
	Format	Website
	Tools and methods	N/A
	Targeted audiences/ Targets	Job seekers, training providers, general public
	Source/URL	https://www.leforem.be/Horizonsemploi/rome/32321.html

	Language(s) available	French
	Sitography and/or bibliography	Le Forem - https://www.leforem.be/Horizonsemploi/rome/32321.html
	Prerequisite/ Material needed	N/A
	Additional information	

	Resource n°	42
	Partner	AID
	Occupation	Web designer
	Title of the resource	**Web designer - Digital UX Designer, profession of the future**
	Visual overview	
	Type of resource	Competency Framework, Studies
	Links with IO4 recommendations	Study about the evolution of the UX designer profession
	Innovation-Key points	Prospective analysis on the digital UX designer profession
	General Description	This analysis by Forem (the public employment agency in Wallonia) describes the skills needed for the job of UX Designer. In addition, it presents the future evolution of the profession, and what will be required in the future on the job market in terms of UX designer profiles.
	Format	Book/Handbook/Guide, Document (Pdf...)
	Tools and methods	N/A
	Targeted audiences/ Targets	Training providers, orientation/guidance services, employers, professionnals
	Source/URL	https://www.leforem.be/content/dam/leforem/fr/documents/Rapport_A2 P_Digital_UX_Designer.pdf

	Language(s) available	French
	Sitography and/or bibliography	Le Forem, https://www.leforem.be/content/dam/leforem/fr/documents/Rapport_A2P_Digital_UX_Designer.pdf
	Prerequisite/ Material needed	N/A
	Additional information	
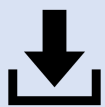
	Resource n°	**43**
	Partner	**AID**
	Occupation	Web designer
	Title of the resource	**Web designer - Graphic designer job profile**
	Visual overview	
	Type of resource	Competency Framework
	Links with IO4 recommendations	Job profile for the function of graphic designer, which is linked to the web design
	Innovation-Key points	Full competences profile, developed in a project promoting women inclusion in IT
	General Description	A function and skills profile for the profession of graphic designer, linked to web design functions. This resource presents the skills and attitudes expected of a graphic designer.
	Format	Document (Pdf...), Website
	Tools and methods	N/A
	Targeted audiences/ Targets	Job seekers, training providers, employers
	Source/URL	https://digitaljobs.women4it.eu/node/58

Project Title: TAACTIC
Project n° 2019-1-FR01-KA204-063046
IO5 – Educational resources for training in digital occupations

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	Language(s) available	English
	Sitography and/or bibliography	Women4IT, https://digitaljobs.women4it.eu/node/58
	Prerequisite/ Material needed	N/A
	Additional information	

	Resource n°	44
	Partner	AID
	Occupation	Web Development
	Title of the resource	**Web Development - Junior web developer job profile**
	Visual overview	
	Type of resource	Competency Framework
	Links with IO4 recommendations	Job profile for junior web developer
	Innovation-Key points	Full competences profile, developed in a project promoting women inclusion in IT
	General Description	This resource presents the skills and attitudes expected of the junior web developer.
	Format	Document (Pdf...)
	Tools and methods	N/A
	Targeted audiences/ Targets	Job seekers, training providers, employers
	Source/URL	https://digitaljobs.women4it.eu/es/node/60

	Language(s) available	Spanish
	Sitography and/or bibliography	Women4IT, https://digitaljobs.women4it.eu/node/58
	Prerequisite/ Material needed	N/A
	Additional information	

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	Resource n°	45
	Partner	SENSCOP
	Occupation	ERP technician/agent
	Title of the resource	ERP technician/agent - Free SAP Training | openSAP
	Visual overview	
	Type of resource	Training courses, Learning tools
	Links with IO4 recommendations	The recommendations of the IO4 gave rise to a need to be able to train according to our place of residence and our schedule through online training. Open SAP thus makes it possible to train for free and without difficulty thanks to numerous training formats validated by professionals in the sector.
	Innovation-Key points	Free and innovative content : MOOC, gamification of courses with badge systems, structured virtual classes or free training
	General Description	openSAP is SAP's free learning platform for everyone interested in learning about SAP's latest innovations and how to survive in the digital economy. openSAP Enterprise MOOCs are complete courses, and learners can earn a certificate to demonstrate the knowledge they've acquired. Complementary learning opportunities exist in the form of openSAP Podcasts and openSAP Microlearning.
	Format	Video, Audio, Website, Tools
	Tools and methods	Virtual classes,, free micro-learning
	Targeted audiences/ Targets	beginner or confirmed in the professions of ERP / software management / data / databases (using the SAP sofware/ ERPs)
	Source/URL	https://open.sap.com

	Language(s) available	English, some lessons can be subtitled in French, Spanish or German
	Sitography and/or bibliography	https://open.sap.com
	Prerequisite/ Material needed	Computer and valid e-mail address
	Additional information	

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Resource n°	46
Partner	SENSCOP
Occupation	ERP technician/agent
Title of the resource	**ERP technician/agent - Open Classrooms**
Visual overview	
Type of resource	Training program, Training courses
Links with IO4 recommendations	This platform enables distance learning through open access content, which facilitates the personalization of the learning path. This platform also provides personalized support for the module studied.
Innovation-Key points	Free access e-learning training, exercises, innovative supports and definition of a personalized course, OpenClassroom certification
General Description	OpenClassrooms is an online school with 300,000 students connected each month around the world. the platform offers paid diploma courses but also many free courses in many areas such as development, programming, office automation, systems and networks etc...
Format	Video, Simulation, Website, Practical activity
Tools and methods	Exercices, tutorials, videos, simulations
Targeted audiences/ Targets	From beginner to amateur level, with no knowledge or basic knowledge of HTML/CSS.
Source/URL	https://openclassrooms.com/fr/courses

	Language(s) available	English, French
	Sitography and/or bibliography	https://openclassrooms.com/fr/courses
	Prerequisite/ Material needed	A computer is needed
	Additional information	

	Resource n°	47
	Partner	SENSCOP
	Occupation	ERP technician/agent
	Title of the resource	**ERP technician/agent - Archipelia - ERP built for your future**
	Visual overview	
	Type of resource	Learning tools
	Links with IO4 recommendations	This educational resource allows free training by professionals, it also offers business cases and testimonials to help train in open access and remotely.
	Innovation-Key points	Online platform that offers informative content and ebooks downloadable in free access + reviews "customer cases and testimonials" also downloadable for free
	General Description	Archipelia, publisher, host and integrator of its SaaS ERP of the same name, is revolutionizing the traditional ERP market and supporting the digital transformation of SMEs and SMIs. On their site, they offer a "resources" tab giving access to informative and educational blog content, as well as numerous ebooks to increase knowledge and avoid the pitfalls of the ERP sector. Finally, they offer free information from concrete cases of test companies.
	Format	EBook, Document (Pdf...), Website
	Tools and methods	Explanatory blog articles, professional advices, customers feedback and ebooks
	Targeted audiences/ Targets	Beginners or amateurs in computer science wishing to enrich their knowledge in the sector of the erp and their management.
	Source/URL	https://archipelia.com

	Language(s) available	French
	Sitography and/or bibliography	https://archipelia.com
	Prerequisite/ Material needed	A computer, tablet or smartphone
	Additional information	

	Resource n°	48
	Partner	**AGFE**
	Occupation	FTTH connection installer
	Title of the resource	**FTTH connection installer - Referring a training centre**
	Visual overview	
	Type of resource	Training courses
	Links with IO4 recommendations	Promoting a training centre and its offers
	Innovation-Key points	Innovation of method and use (improves the existing) and technology
	General Description	The training organisation must complete a technical file presenting its offer. It is then recognised by the companies in the professional sector.
	Format	Tools
	Tools and methods	technical file
	Targeted audiences/ Targets	training organisation
	Source/URL	https://www.objectif-fibre.fr/

	Language(s) available	French
	Sitography and/or bibliography	https://www.objectif-fibre.fr/
	Prerequisite/ Material needed	
	Additional information	

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	Resource n°	49
	Partner	AGFE
	Occupation	FTTH connection installer
	Title of the resource	**FTTH connection installer - Building a client's facility and connecting it to an to an optical telecommunications network**
	Visual overview	
	Type of resource	Training program
	Links with IO4 recommendations	Description of a training offer for low-skilled jobseekerss
	Innovation-Key points	Social innovation
	General Description	Practical sheet that simply presents the content of the training and the tasks that the trainee will be able to perform afterwards
	Format	Book/Handbook/Guide
	Tools and methods	Practical sheet
	Targeted audiences/ Targets	low-skilled jobseekers and employment advisers
	Source/URL	https://www.valdoisenumerique.fr/uploads/media/default/0001/01/8685cba1e2c5f5eff75a3d98afe4bdf4cd000ee3.pdf

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	Language(s) available	French
	Sitography and/or bibliography	https://www.valdoisenumerique.fr/projets/hub-numerique-nikola-tesla
	Prerequisite/ Material needed	
	Additional information	

	Resource n°	50
	Partner	AGFE
	Occupation	FTTH connection installer
	Title of the resource	**FTTH connection installer - The Nikola Tesla Digital Hub**
	Visual overview	
	Type of resource	Training program
	Links with IO4 recommendations	Description of a training center for low-skilled jobseekerss
	Innovation-Key points	Social innovation
	General Description	Website presenting an innovative training centre initiative dedicated to low-skilled people
	Format	Document (Pdf...), Website
	Tools and methods	Présentation
	Targeted audiences/ Targets	low-skilled jobseekers and employment advisers
	Source/URL	https://www.valdoisenumerique.fr/uploads/media/default/0001/01/8685cba1e2c5f5eff75a3d98afe4bdf4cd000ee3.pdf

	Language(s) available	French
	Sitography and/or bibliography	https://www.valdoisenumerique.fr/projets/hub-numerique-nikola-tesla
	Prerequisite/ Material needed	
	Additional information	

	Resource n°	51
	Partner	AGFE
	Occupation	Community manager
	Title of the resource	**Community manager - The MOOC platform of the Grande Ecole du Numérique**
	Visual overview	
	Type of resource	MOOC
	Links with IO4 recommendations	Building your professional project Paying attention to orientation and the phases of determining and validating a professional project Participate in the popularisation of disciplines
	Innovation-Key points	Technical innovation
	General Description	To equip trainers, teachers and training managers to better support learners
	Format	Video
	Tools and methods	3 MOOC
	Targeted audiences/ Targets	Trainers and jobseekers
	Source/URL	https://mooc.grandeecolenumerique.fr/

	Language(s) available	French
	Sitography and/or bibliography	https://www.grandeecolenumerique.fr/
	Prerequisite/ Material needed	None
	Additional information	

	Resource n°	52
	Partner	**AGFE**
	Occupation	Community manager
	Title of the resource	**Community manager - Sectoral studies on digital professions**
	Visual overview	
	Type of resource	Studies
	Links with IO4 recommendations	Work on employment prospects in digital professions Work towards gender diversity in the digital sector and the feminisation of professions and sectors
	Innovation-Key points	Using and social innovation
	General Description	Regional studies of employment potential Thematic studies. For example: women and digital
	Format	Infographics
	Tools and methods	Infographie
	Targeted audiences/ Targets	Jobseekers
	Source/URL	https://www.grandeecolenumerique.fr/ressources/observatoires-le-numerique-en-region https://www.grandeecolenumerique.fr/ressources/les-femmes-et-le-numerique

	Resource n°	52
	Partner	AGFE
	Occupation	Community manager
	Language(s) available	French
	Sitography and/or bibliography	https://www.grandeecolenumerique.fr/
	Prerequisite/ Material needed	None
	Additional information	

	Resource n°	53
	Partner	AGFE
	Occupation	Community manager
	Title of the resource	**Community manager - Training programme for Community Manager**
	Visual overview	
	Type of resource	Training program
	Links with IO4 recommendations	Work towards gender diversity in the digital sector
	Innovation-Key points	Social innovation
	General Description	Description of the content of a free training course aimed at low-skilled jobseekers
	Format	Website
	Tools and methods	Presentation sheet
	Targeted audiences/ Targets	Jobseekers
	Source/URL	https://www.afci-formation.fr/community-manager/

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	Language(s) available	French
	Sitography and/or bibliography	https://www.afci-formation.fr/community-manager/
	Prerequisite/ Material needed	Mastery of basic knowledge (reading, writing) Mastery of computer tools
	Additional information	

	Resource n°	54
	Partner	AGFE
	Occupation	Community manager
	Title of the resource	**Community manager - Presentation of the objectives of the community manager training**
	Visual overview	
	Type of resource	Training program
	Links with IO4 recommendations	Adapting to employers' skill needs: technical and behavioural skills
	Innovation-Key points	Using innovation
	General Description	Presentation of a multidisciplinary programme in social media strategy development Presentation that emphasises both soft and hard skills
	Format	Infographics, Video, Document (Pdf...), Website
	Tools and methods	Level 3 or 4
	Targeted audiences/ Targets	Jobseekers
	Source/URL	https://ecole-webstart.com/formation-community-manager/

Project Title: TAACTIC
Project n° 2019-1-FR01-KA204-063046
IO5 – Educational resources for training in digital occupations

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	Language(s) available	French
	Sitography and/or bibliography	https://ecole-webstart.com/
	Prerequisite/ Material needed	None
	Additional information	

	Resource n°	55
	Partner	SENSCOP
	Occupation	ERP technician/agent
	Title of the resource	**ERP technician/agent - Oriane Info**
	Visual overview	
	Type of resource	information platform
	Links with IO4 recommendations	The platform offers professional training, both diplomatic and non-diplomatic, in several sub-fields of the ERP sector. The sessions are very regular as mentioned in the recommendations. The training institutions provide a transfer of knowledge thanks to professional teams;
	Innovation-Key points	Centralization of information (job descriptions, training directories, establishments and ERP professionals)
	General Description	Oriane is a guidance platform that centralizes key information for choosing an education or a profession. Here, we find all the necessary elements for people interested in the erp professions
	Format	Website
	Tools and methods	Job descriptions, training directory
	Targeted audiences/ Targets	All audiences. Training available to unqualified people or up to master's degree
	Source/URL	https://www.oriane.info/recherche

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	Language(s) available	French
	Sitography and/or bibliography	https://www.oriane.info/recherche
	Prerequisite/ Material needed	None
	Additional information	

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	Resource n°	56
	Partner	Fundacion Esplai
	Occupation	Digital mediator
	Title of the resource	**Digital mediator - Module 1. Building a network culture. Training curriculum for trainers of e-facilitators**
	Visual overview	
	Type of resource	Training program, Reference framework
	Links with IO4 recommendations	This training curriculum includes e-learning, is based on the experience of professionals in the sector, includes technical and transversal skills, very much aimed at digitally empowering the groups served in the digital competence centres, taking into account their specific characteristics.
	Innovation-Key points	E-learning format, practical contents and activites oriented towards end user, including p2p collaboration and good practices sharing.
	General Description	Training curriculum for trainers of e-facilitators divided on 11 modules working pedagogical, methodological, project sustainability, technical and transversal skills contents oriented to target groups.
	Format	Document (Pdf...)
	Tools and methods	Digital contents review, forums for p2p work, personal evaluation, individual actitivities, group discussion.
	Targeted audiences/ Targets	E-facilitators trainers
	Source/URL	https://www.trans-efacilitator.eu/transfer/materials/Core_Curriculum_All_Modules_final.pdf

	Language(s) available	English
	Sitography and/or bibliography	https://www.trans-efacilitator.eu/content/sections/
	Prerequisite/ Material needed	
	Additional information	

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	Resource n°	57
	Partner	**Fundacion Esplai**
	Occupation	Digital mediator
	Title of the resource	**Digital mediator - Module 2. Auxiliary resources to optimise activities in telecentres / ICT centres / libraries.Training curriculum for trainers of e-facilitators**
	Visual overview	
	Type of resource	Training program, Reference framework
	Links with IO4 recommendations	This training curriculum includes e-learning, is based on the experience of professionals in the sector, includes technical and transversal skills, very much aimed at digitally empowering the groups served in the digital competence centres, taking into account their specific characteristics.
	Innovation-Key points	E-learning format, practical contents and activites oriented towards end user, including p2p collaboration and good practices sharing.
	General Description	Training curriculum for trainers of e-facilitators divided on 11 modules working pedagogical, methodological, project sustainability, technical and transversal skills contents oriented to target groups.
	Format	Document (Pdf...)
	Tools and methods	Digital contents review, forums for p2p work, personal evaluation, individual actitivities, group discussion.
	Targeted audiences/ Targets	Trainers of e-facilitators
	Source/URL	https://www.trans-efacilitator.eu/transfer/materials/Core_Curriculum_All_Modules_final.pdf

	Language(s) available	English
	Sitography and/or bibliography	https://www.trans-efacilitator.eu/content/sections/
	Prerequisite/ Material needed	
	Additional information	

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Resource n°	58
Partner	**Fundacion Esplai**
Occupation	Digital mediator
Title of the resource	**Digital mediator - Module 3. Telecentre sustainability.Training curriculum for trainers of e-facilitators**
Visual overview	
Type of resource	Training program, Reference framework
Links with IO4 recommendations	This training curriculum includes e-learning, is based on the experience of professionals in the sector, includes technical and transversal skills, very much aimed at digitally empowering the groups served in the digital competence centres, taking into account their specific characteristics.
Innovation-Key points	E-learning format, practical contents and activites oriented towards end user, including p2p collaboration and good practices sharing.
General Description	Training curriculum for trainers of e-facilitators divided on 11 modules working pedagogical, methodological, project sustainability, technical and transversal skills contents oriented to target groups.
Format	Document (Pdf...)
Tools and methods	Digital contents review, forums for p2p work, personal evaluation, individual actitivities, group discussion.
Targeted audiences/ Targets	Trainers of e-facilitators
Source/URL	https://www.trans-efacilitator.eu/transfer/materials/Core_Curriculum_All_Modules_final.pdf

	Language(s) available	English
	Sitography and/or bibliography	https://www.trans-efacilitator.eu/content/sections/
	Prerequisite/ Material needed	
	Additional information	

	Resource n°	59
	Partner	Fundacion Esplai
	Occupation	Digital mediator
	Title of the resource	**Digital mediator - Module 4. Promoting ICT for elderly at the telecentre. Training curriculum for trainers of e-facilitators**
	Visual overview	
	Type of resource	Training program, Reference framework
	Links with IO4 recommendations	This training curriculum includes e-learning, is based on the experience of professionals in the sector, includes technical and transversal skills, very much aimed at digitally empowering the groups served in the digital competence centres, taking into account their specific characteristics.
	Innovation-Key points	E-learning format, practical contents and activites oriented towards end user, including p2p collaboration and good practices sharing.
	General Description	Training curriculum for trainers of e-facilitators divided on 11 modules working pedagogical, methodological, project sustainability, technical and transversal skills contents oriented to target groups.
	Format	Document (Pdf...)
	Tools and methods	Digital contents review, forums for p2p work, personal evaluation, individual actitivities, group discussion.
	Targeted audiences/ Targets	Trainers of e-facilitators
	Source/URL	https://www.trans-efacilitator.eu/transfer/materials/Core_Curriculum_All_Modules_final.pdf

	Language(s) available	English
	Sitography and/or bibliography	https://www.trans-efacilitator.eu/content/sections/
	Prerequisite/ Material needed	
	Additional information	

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	Resource n°	60
	Partner	**Fundacion Esplai**
	Occupation	Digital mediator
	Title of the resource	**Digital mediator - Module 5. Promoting ICT with migrants at the ICT centre. Training curriculum for trainers of e-facilitators**
	Visual overview	
	Type of resource	Training program, Reference framework
	Links with IO4 recommendations	This training curriculum includes e-learning, is based on the experience of professionals in the sector, includes technical and transversal skills, very much aimed at digitally empowering the groups served in the digital competence centres, taking into account their specific characteristics.
	Innovation-Key points	E-learning format, practical contents and activites oriented towards end user, including p2p collaboration and good practices sharing.
	General Description	Training curriculum for trainers of e-facilitators divided on 11 modules working pedagogical, methodological, project sustainability, technical and transversal skills contents oriented to target groups.
	Format	Document (Pdf...)
	Tools and methods	Digital contents review, forums for p2p work, personal evaluation, individual actitivities, group discussion.
	Targeted audiences/ Targets	Trainers of e-facilitators
	Source/URL	https://www.trans-efacilitator.eu/transfer/materials/Core_Curriculum_All_Modules_final.pdf

	Language(s) available	English
	Sitography and/or bibliography	https://www.trans-efacilitator.eu/content/sections/
	Prerequisite/ Material needed	
	Additional information	

	Resource n°	61
	Partner	**Fundacion Esplai**
	Occupation	Digital mediator
	Title of the resource	**Digital mediator - Module 6. Getting familiar with Office tools (Open/MS) for developing digital literacy workshops.Training curriculum for trainers of e-facilitators**
	Visual overview	
	Type of resource	Training program, Reference framework
	Links with IO4 recommendations	This training curriculum includes e-learning, is based on the experience of professionals in the sector, includes technical and transversal skills, very much aimed at digitally empowering the groups served in the digital competence centres, taking into account their specific characteristics.
	Innovation-Key points	E-learning format, practical contents and activites oriented towards end user, including p2p collaboration and good practices sharing.
	General Description	Training curriculum for trainers of e-facilitators divided on 11 modules working pedagogical, methodological, project sustainability, technical and transversal skills contents oriented to target groups.
	Format	Document (Pdf...)
	Tools and methods	Digital contents review, forums for p2p work, personal evaluation, individual actitivities, group discussion.
	Targeted audiences/ Targets	Trainers of e-facilitators
	Source/URL	https://www.trans-efacilitator.eu/transfer/materials/Core_Curriculum_All_Modules_final.pdf

	Language(s) available	English
	Sitography and/or bibliography	https://www.trans-efacilitator.eu/content/sections/
	Prerequisite/ Material needed	
	Additional information	

	Resource n°	62
	Partner	**Fundacion Esplai**
	Occupation	Digital mediator
	Title of the resource	**Digital mediator - Module 7. Developing a digital photography workshop in the telecentre. Training curriculum for trainers of e-facilitators**
	Visual overview	
	Type of resource	Training program, Reference framework
	Links with IO4 recommendations	This training curriculum includes e-learning, is based on the experience of professionals in the sector, includes technical and transversal skills, very much aimed at digitally empowering the groups served in the digital competence centres, taking into account their specific characteristics.
	Innovation-Key points	E-learning format, practical contents and activites oriented towards end user, including p2p collaboration and good practices sharing.
	General Description	Training curriculum for trainers of e-facilitators divided on 11 modules working pedagogical, methodological, project sustainability, technical and transversal skills contents oriented to target groups.
	Format	Document (Pdf...)
	Tools and methods	Digital contents review, forums for p2p work, personal evaluation, individual actitivities, group discussion.
	Targeted audiences/ Targets	Trainers of e-facilitators
	Source/URL	https://www.trans-efacilitator.eu/transfer/materials/Core_Curriculum_All_Modules_final.pdf

	Language(s) available	English
	Sitography and/or bibliography	https://www.trans-efacilitator.eu/content/sections/
	Prerequisite/ Material needed	
	Additional information	

Resource n°	63
Partner	**Fundacion Esplai**
Occupation	Digital mediator
Title of the resource	**Digital mediator - Module 8. Facilitating job seeking in the telecentre.Training curriculum for trainers of e-facilitators**
Visual overview	
Type of resource	Training program, Reference framework
Links with IO4 recommendations	This training curriculum includes e-learning, is based on the experience of professionals in the sector, includes technical and transversal skills, very much aimed at digitally empowering the groups served in the digital competence centres, taking into account their specific characteristics.
Innovation-Key points	E-learning format, practical contents and activites oriented towards end user, including p2p collaboration and good practices sharing.
General Description	Training curriculum for trainers of e-facilitators divided on 11 modules working pedagogical, methodological, project sustainability, technical and transversal skills contents oriented to target groups.
Format	Document (Pdf...)
Tools and methods	Digital contents review, forums for p2p work, personal evaluation, individual actitivities, group discussion.
Targeted audiences/ Targets	Trainers of e-facilitators
Source/URL	https://www.trans-efacilitator.eu/transfer/materials/Core_Curriculum_All_Modules_final.pdf

	Language(s) available	English
	Sitography and/or bibliography	https://www.trans-efacilitator.eu/content/sections/
	Prerequisite/ Material needed	
	Additional information	

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Resource n°	64
Partner	**Fundacion Esplai**
Occupation	Digital mediator
Title of the resource	**Digital mediator - Module 9. Planning a digital literacy workshop .Training curriculum for trainers of e-facilitators**
Visual overview	
Type of resource	Training program, Reference framework
Links with IO4 recommendations	This training curriculum includes e-learning, is based on the experience of professionals in the sector, includes technical and transversal skills, very much aimed at digitally empowering the groups served in the digital competence centres, taking into account their specific characteristics.
Innovation-Key points	E-learning format, practical contents and activites oriented towards end user, including p2p collaboration and good practices sharing.
General Description	Training curriculum for trainers of e-facilitators divided on 11 modules working pedagogical, methodological, project sustainability, technical and transversal skills contents oriented to target groups.
Format	Document (Pdf...)
Tools and methods	Digital contents review, forums for p2p work, personal evaluation, individual actitivities, group discussion.
Targeted audiences/ Targets	Trainers of e-facilitators
Source/URL	https://www.trans-efacilitator.eu/transfer/materials/Core_Curriculum_All_Modules_final.pdf

	Resource n°	65
	Partner	Fundacion Esplai
	Occupation	Digital mediator
	Title of the resource	**Digital mediator - Module 10. Telematic Procedures – facilitating access to e-services .Training curriculum for trainers of e-facilitators**
	Visual overview	
	Type of resource	Training program, Reference framework
	Links with IO4 recommendations	This training curriculum includes e-learning, is based on the experience of professionals in the sector, includes technical and transversal skills, very much aimed at digitally empowering the groups served in the digital competence centres, taking into account their specific characteristics.
	Innovation-Key points	E-learning format, practical contents and activites oriented towards end user, including p2p collaboration and good practices sharing.
	General Description	Training curriculum for trainers of e-facilitators divided on 11 modules working pedagogical, methodological, project sustainability, technical and transversal skills contents oriented to target groups.
	Format	Document (Pdf...)
	Tools and methods	Digital contents review, forums for p2p work, personal evaluation, individual actitivities, group discussion.
	Targeted audiences/ Targets	Trainers of e-facilitators
	Source/URL	https://www.trans-efacilitator.eu/transfer/materials/Core_Curriculum_All_Modules_final.pdf

Project Title: TAACTIC
Project n° 2019-1-FR01-KA204-063046
IO5 – Educational resources for training in digital occupations

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	Language(s) available	English
	Sitography and/or bibliography	https://www.trans-efacilitator.eu/content/sections/
	Prerequisite/ Material needed	
	Additional information	

Resource n°	66
Partner	**Fundacion Esplai**
Occupation	Digital mediator
Title of the resource	**Digital mediator - Module 11. E-safety and e-security.Training curriculum for trainers of e-facilitators**
Visual overview	
Type of resource	Training program, Reference framework
Links with IO4 recommendations	This training curriculum includes e-learning, is based on the experience of professionals in the sector, includes technical and transversal skills, very much aimed at digitally empowering the groups served in the digital competence centres, taking into account their specific characteristics.
Innovation-Key points	E-learning format, practical contents and activites oriented towards end user, including p2p collaboration and good practices sharing.
General Description	Training curriculum for trainers of e-facilitators divided on 11 modules working pedagogical, methodological, project sustainability, technical and transversal skills contents oriented to target groups.
Format	Document (Pdf...)
Tools and methods	Digital contents review, forums for p2p work, personal evaluation, individual actitivities, group discussion.
Targeted audiences/ Targets	Trainers of e-facilitators
Source/URL	https://www.trans-efacilitator.eu/transfer/materials/Core_Curriculum_All_Modules_final.pdf

	Language(s) available	English
	Sitography and/or bibliography	https://www.trans-efacilitator.eu/content/sections/
	Prerequisite/ Material needed	
	Additional information	

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	Resource n°	67
	Partner	**Fundacion Esplai**
	Occupation	Technical and Commercial support (Call center, Helpdesk....)
	Title of the resource	**Technical and Commercial support (Call center, Helpdesk....) - Coursera: Technical Suport Fundamentals**
	Visual overview	
	Type of resource	Training program, Course material
	Links with IO4 recommendations	This e-learning training course is based on real practice in the sector, it includes technical and transversal skills, troubleshooting contents, common problem-solving methodologies and customer service.
	Innovation-Key points	MOOC format, practical contents and activites oriented towards end user, including p2p collaboration and real situations in ICT support and customer attention.
	General Description	This course is the first of a series that aims to prepare you for a role as an entry-level IT Support Specialist. In this course, you'll be introduced to the world of Information Technology, or IT. You'll learn about the different facets of Information Technology, like computer hardware, the Internet, computer software, troubleshooting, and customer service.
	Format	MOOC
	Tools and methods	Practical methodology with knowledge tests, videos, reading contents, forums discussion.
	Targeted audiences/ Targets	Anyone interested on make a career on ICT technical and customer support
	Source/URL	https://www.coursera.org/learn/technical-support-fundamentals

	Language(s) available	English, Subtitles for videos on French, Spanish and Italian
	Sitography and/or bibliography	https://www.coursera.org/learn/technical-support-fundamentals/home/info
	Prerequisite/ Material needed	
	Additional information	

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	Resource n°	68
	Partner	**Fundacion Esplai**
	Occupation	Technical and Commercial support (Call center, Helpdesk....)
	Title of the resource	**Technical and Commercial support (Call center, Helpdesk....) - IT Service Desk: Customer Service Fundamentals**
	Visual overview	
	Type of resource	Training courses, Learning tools
	Links with IO4 recommendations	This e-learning training course is based on real practice in the sector, it includes technical and transversal skills, troubleshooting contents, common problem-solving methodologies and customer service.
	Innovation-Key points	MOOC format, practical contents and activites oriented towards end user, including p2p collaboration and real situations in ICT support and customer attention.
	General Description	Discover the skills required to become a customer support specialist and deliver outstanding customer service, including building rapport and communicating effectively with customers, providing the right assistance at the right times, de-escalating intense situations, and creating customer value. This learning path was developed to support candidates applying for customer support consultant roles.
	Format	MOOC
	Tools and methods	MOOC format, practical contents and activites oriented towards end user and real situations in ICT support and customer attention. Learn how to communicate effectively with customers and practice your problem-solving skills.
	Targeted audiences/ Targets	Anyone interested on make a career on ICT technical and customer support
	Source/URL	https://www.linkedin.com/learning/it-service-desk-customer-service-fundamentals

	Language(s) available	English
	Sitography and/or bibliography	https://www.linkedin.com/learning/it-service-desk-customer-service-fundamentals
	Prerequisite/ Material needed	
	Additional information	

	Resource n°	69
	Partner	**Fundacion Esplai**
	Occupation	Technical and Commercial support (Call center, Helpdesk....)
	Title of the resource	**Technical and Commercial support (Call center, Helpdesk....) - Customer Service Foundations**
	Visual overview	
	Type of resource	Training program, Course material
	Links with IO4 recommendations	This e-learning training course is based on real practice in the sector, it includes technical and transversal skills, troubleshooting contents, common problem-solving methodologies and customer service.
	Innovation-Key points	MOOC format, practical contents and activites oriented towards end user and real situations in ICT support and customer attention. Learn how to communicate effectively with customers and practice your problem-solving skills.
	General Description	Do your customers feel valued? When they do, they keep coming back. When they don't, your business suffers. In this course, writer and customer service consultant Jeff Toister teaches you the three crucial skill sets needed to deliver outstanding customer service and increase customer loyalty. Learn how to build winning relationships, provide the right assistance at the right times, and effectively handle angry customers. He also shares ways to find out what your customers really think about your service, and use their feedback to improve.
	Format	MOOC
	Tools and methods	Practical methodology with knowledge tests, videos, reading contents, forums discussion.
	Targeted audiences/ Targets	Anyone interested on make a career on ICT technical and customer support
	Source/URL	https://www.linkedin.com/learning/customer-service-foundations-2018

	Language(s) available	English
	Sitography and/or bibliography	https://www.linkedin.com/learning/paths/become-a-customer-support-specialist
	Prerequisite/ Material needed	
	Additional information	

Resource n°	70
Partner	**Fundacion Esplai**
Occupation	Technical and Commercial support (Call center, Helpdesk....)
Title of the resource	**Technical and Commercial support (Call center, Helpdesk....) - Writing Customer Service Emails**
Visual overview	
Type of resource	Training courses, Course material
Links with IO4 recommendations	This e-learning training course is based on real practice in the sector, it includes technical and transversal skills, troubleshooting contents, common problem-solving methodologies and customer service.
Innovation-Key points	MOOC format, practical contents and activites oriented towards end user and real situations in ICT support and customer attention. Learn how to communicate effectively with customers and practice your problem-solving skills.
General Description	You can write to customers—via email—with consistency and professionalism, but you don't need to sound robotic to be efficient. Writing instructor Leslie O'Flahavan has real customer service emails she shares with you in this course, so you can see how to communicate with clarity and sincerity to help customers feel heard and ensure your responses provide the help they need. Leslie shares techniques customer service agents can apply that help build strong practices in a contact center and improve customer relations.
Format	MOOC
Tools and methods	Practical methodology with knowledge tests, videos, reading contents, forums discussion.
Targeted audiences/ Targets	Anyone interested on make a career on ICT technical and customer support
Source/URL	https://www.linkedin.com/learning/writing-customer-service-emails

	Language(s) available	English
	Sitography and/or bibliography	https://www.linkedin.com/learning/paths/become-a-customer-support-specialist
	Prerequisite/ Material needed	
	Additional information	

Resource n°	71
Partner	**Fundacion Esplai**
Occupation	Technical and Commercial support (Call center, Helpdesk....)
Title of the resource	**Technical and Commercial support (Call center, Helpdesk....) - Phone-Based Customer Service**
Visual overview	
Type of resource	Training courses, Course material
Links with IO4 recommendations	This e-learning training course is based on real practice in the sector, it includes technical and transversal skills, troubleshooting contents, common problem-solving methodologies and customer service.
Innovation-Key points	MOOC format, practical contents and activites oriented towards end user and real situations in ICT support and customer attention. Learn how to communicate effectively with customers and practice your problem-solving skills.
General Description	Customer service expert Jeff Toister helps customer service specialists develop the specific skills needed to help customers over the phone. Learn how to break the ice and develop rapport with the people you serve, even when you're pressed for time. Tune out distractions and develop listening skills that are critically important to phone service. Last, learn how to express empathy, de-escalate angry callers, and stay focused throughout the day.
Format	MOOC
Tools and methods	Practical methodology with knowledge tests, videos, reading contents, forums discussion.
Targeted audiences/ Targets	Anyone interested on make a career on ICT technical and customer support
Source/URL	https://www.linkedin.com/learning/phone-based-customer-service

	Language(s) available	English
	Sitography and/or bibliography	https://www.linkedin.com/learning/paths/become-a-customer-support-specialist
	Prerequisite/ Material needed	
	Additional information	

	Resource n°	72
	Partner	**Fundacion Esplai**
	Occupation	Technical and Commercial support (Call center, Helpdesk....)
	Title of the resource	**Technical and Commercial support (Call center, Helpdesk....) - Customer service problem solving and troubleshooting**
	Visual overview	
	Type of resource	Training courses, Course material
	Links with IO4 recommendations	This e-learning training course is based on real practice in the sector, it includes technical and transversal skills, troubleshooting contents, common problem-solving methodologies and customer service.
	Innovation-Key points	MOOC format, practical contents and activites oriented towards end user, including p2p collaboration and real situations in ICT support and customer attention.
	General Description	Customer service care costs organizations billions of dollars each year. As a result, it's critical that employees are equipped with the skills needed to handle a variety of different customer service problems. In this course, learn critical problem-solving and troubleshooting processes for common sense customer service in a wide variety of applications. Discover how to effectively deal with issues, while maintaining a positive relationship with your customers (and your own sanity). Plus, learn how to identify and resolve larger systemic issues within your company.
	Format	MOOC
	Tools and methods	Practical methodology with knowledge tests, videos, reading contents, forums discussion.
	Targeted audiences/ Targets	Anyone interested on make a career on ICT technical and customer support
	Source/URL	https://www.linkedin.com/learning/customer-service-problem-solving-and-troubleshooting

	Language(s) available	English
	Sitography and/or bibliography	https://www.linkedin.com/learning/paths/become-a-customer-support-specialist
	Prerequisite/ Material needed	
	Additional information	

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